

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
MEDICAL ASSISTANCE ADMINISTRATION
Olympia, Washington**

To: All Providers
Managed Care Plans

Memorandum No: 05-86 MAA
Issued: September 7, 2005

From: Douglas Porter, Assistant Secretary
Medical Assistance Administration

For information, call:
1-800-562-3022

Subject: Provider Inquiry Phone Number: New Toll Free Number

Effective immediately, the Medical Assistance Administration Customer Service Center (MACSC) has changed the Provider Inquiry toll-free telephone phone number. The new phone number is **1-800-562-3022**.

Update

MAA has changed the Provider Inquiry toll-free telephone number. The new telephone number is 1-800-562-3022. To improve customer service, MAA has revised the telephone line hours of operation, added new features, and expanded the hotline services.

New Hours

Provider Hours

7:00 a.m. to 5:30 p.m. M-F

Talk with a Customer Service Rep.



Interactive Voice Recognition

24 hours a day, 7 days a week

Check warrant amounts and client eligibility.

Client Hours

7:00 a.m. to 6:00 p.m. M-F

Talk with a Customer Service Rep.



Interactive Voice Recognition

24 hours a day, 7 days a week

Check Healthy Options plan availability, enroll in a plan, or change a plan.

New Features

The following options are available when calling the 1-800-562-3022 line:

1. **For clients**, or for providers assisting clients, press **Option 1** to inquire about plan availability or to choose a Healthy Options plan.
2. **For existing providers**, press **Option 2** to check client eligibility, warrant amounts, claim status, Medicare buy-in, and/or HIPAA billing information.
3. To become a Medicaid provider or check the status of your provider application, press **Option 3**.

MAA's Provider Issuances

To view and download MAA's numbered memoranda and billing instructions electronically, visit MAA's website at <http://maa.dshs.wa.gov> (select the *Billing Instructions/Numbered Memoranda* link).

To request a free paper copy from the Department of Printing:

1. **Go to:** <http://www.prt.wa.gov/> (Orders filled daily).
 - a) Click *General Store*.
 - b) If a **Security Alert** screen is displayed, click **OK**.
 - i. Select either *I'm New* or *Been Here*.
 - ii. If new, fill out the registration and click *Register*.
 - iii. If returning, type your email and password and then click *Login*.
 - c) At the **Store Lobby** screen, click *Shop by Agency*. Select *Department of Social and Health Services* and then select *Medical Assistance*.
 - d) Select *Billing Instructions, Forms, Healthy Options, Numbered Memo, Publications*, or *Issuance Correction*. You will then need to select a year and then select the item by number and title.
2. **Fax/Call:** Dept. of Printing/Attn: Fulfillment at FAX (360) 586-6361/ telephone (360) 586-6360. (Orders may take up to 2 weeks to fill.)